



RELEASE NOTES

Software 1.6.0 | August 2014 | 3725-03317-005 Rev C1

RealPresence® CloudAXIS™ Suite



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Polycom[®] RealPresence[®] CloudAXIS[™] Suite Release Notes

This document provides the latest information about the Polycom[®] RealPresence[®] CloudAXIS[™] Suite software release 1.6.0.

About These Release Notes

This section summarizes the contents of the *Polycom RealPresence CloudAXIS Suite Release Notes* for software release 1.6.0.

- **Feature Overview** This section lists the current core software features of this release.
- **General Requirements** This section introduces these release notes and provides hardware and software requirements, and supported bandwidths, video formats, and resolution.
- **Products Tested with this Release** This section lists the products that have been tested and confirmed as compatible with this release.
- **Known Issues and Workarounds** This section lists existing known issues in this release and earlier and suggests workarounds (if available).
- **Resolved Issues** This section lists the issues resolved for software release 1.5.0 and earlier.

Feature Overview

RealPresence CloudAXIS Suite enables users to experience online video conference meetings in a web browser and offers the following new features:

New Features in Release 1.6.0

Support in RealPresence CloudAXIS Suite for license integration with RealPresence Platform Director 1.7.0

Customers are now offered the choice of implementing RealPresence CloudAXIS Suite in stand-alone mode, as it is currently implemented, or integrating RealPresence CloudAXIS Suite with RealPresence Platform Director 1.7.0.

Virtual editions of Polycom RealPresence Platform products use the RealPresence Platform Director system to deploy the software and manage the licensing. RealPresence Platform Director provides the flexibility to deploy, license, and monitor the RealPresence Platform, Virtual Edition products using general purpose hardware in an organization's data center or in the cloud.

RealPresence Platform Director is available at no charge on Polycom's support website.

Integrating with RealPresence Platform Director's license feature allows for the purchase of software as a package or by individual product component.

See the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#) for instructions on how to set up RealPresence CloudAXIS Suite licensing in RealPresence Platform Director.

Support for content over HTTPS Tunneling for Meeting Participants

In past versions of RealPresence CloudAXIS Suite, calls initiated over an HTTPS tunnel could not send or receive shared content. Now, with BFCP media stream content enabled, users entering meetings through an HTTPS tunnel can view and share content with other meeting participants.

Sharing of content over HTTPS tunnels requires RealPresence CloudAXIS Suite 1.6.0 or above, RPAD 4.0 or above, and (if applicable) RealPresence Mobile 3.2 and above. For more information, see the "Tunnel Access for Remote Users" section of the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#).

Real Presence Mobile HTTPS Tunneling Functionality Enabled by the RealPresence CloudAXIS Experience Portal

Users of RealPresence Mobile 3.2 and above can now join meetings from restrictive remote network environments using the HTTPS tunneling mechanism provided by RealPresence CloudAXIS Suite and RealPresence Access Director. For more information regarding the features and implementation, see the Release Notes for RealPresence Mobile 3.2 on [Polycom Support](#) and the "Tunnel Access for Remote Users" section of the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#).

Real Presence Mobile Roster Functionality Enabled by RealPresence CloudAXIS Experience Portal

Users of RealPresence Mobile 3.2 and higher can view a list of conference participants from within the mobile application when they join a meeting through a RealPresence CloudAXIS Suite URL. For more information regarding the features and implementation, see the Release Notes for RealPresence Mobile 3.2 on [Polycom Support](#).

Enhanced Log Management for RealPresence CloudAXIS Experience Portal Administrators

A RealPresence CloudAXIS Suite administrator can set a threshold for the amount of available disk space that can be used by log files generated in the RealPresence CloudAXIS Experience Portal. The system automatically deletes the oldest log files on the system to maintain the set threshold. Log files are organized into folders by date, and administrators can view logs from a range of selected dates.

Features in Previous Releases

Release 1.5.0

Support in RealPresence CloudAXIS Suite for Polycom's SVC (Scalable Video Codec) solution enhances the user experience

RealPresence CloudAXIS Suite now incorporates Polycom's SVC solution, with underlying support from Polycom's Media Framework content library. Media Relay Conferencing (MRC) capabilities enable RealPresence CloudAXIS Suite clients to participate in full relay-based conferences with other Polycom SVC-capable endpoints including RealPresence Desktop, RealPresence Mobile, and RealPresence Group Series. An extension of the H.264 video compression protocol, SVC encodes multiple resolutions and frame rates to produce improved video quality without increasing bandwidth.

Exception: HTTPs tunneling with SVC will be supported in future releases but is not available in this one.

Benefits of the new SVC support include:

- Decreased latency and improved user experience during video calls.
- Expanded scalability and lowered overall cost for running the Real Presence Platform solution in your enterprise.

The addition of SVC support enables new functionality in the user interface, such that users have more control over individual videos, with the ability to open and close video windows.

To enable SVC in a RealPresence CloudAXIS Suite environment, verify that it has been configured in the connected RealPresence DMA and RealPresence Collaboration Server (RMX) systems.

Support for Single Sign-On (SSO) enables the use of an existing Active Directory domain for user authentication

RealPresence CloudAXIS Suite applications can now authenticate users internally using credentials entered when logging into the associated domain.

- With SSO enabled, users are no longer required to re-enter Active Directory credentials while accessing the RealPresence CloudAXIS Services and Experience Portals if they are already logged into the domain.
- Supports authentication from both Windows and Mac OS X systems.
- Enables policy-based authentication alternatives as selected by the administrator.

Exceptions and Limitations

- The SSO version employed by the RealPresence CloudAXIS Suite in this release works only in single-domain environments.
- The SPNEGO version of SSO being used in this release works only with Windows and OS X devices logged into the Active Directory domain. Android and iOS devices revert to LDAP upon login to the RealPresence CloudAXIS Suite.
- SAML-based SSO is not currently supported.

- SSO must be set up manually through the administrative user interface. Instructions for setting up SSO are included in the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#).

A redesigned administrator's user interface on the RealPresence CloudAXIS Experience Portal makes administrative tasks more intuitive

The updated administrator's user interface in the RealPresence RealPresence CloudAXIS Experience Portal is aligned more closely with the user interface in the RealPresence CloudAXIS Services Portal and in Polycom's RealPresence Platform Director user interface. It also includes an easily accessible, one-click menu for User Management, Server Management, and Certificate Management.

A signal-strength bar in the RealPresence CloudAXIS Suite desktop client shows users their network status

While logged into a conference, attendees can view graphical representations of network quality and available bandwidth on their desktop display.

Users can join meetings from the Polycom signature in RealPresence CloudAXIS Suite meeting invites

A Polycom signature is included in the invites for meetings scheduled from RealPresence CloudAXIS Services Portal. When the invite is sent to an HDX or RealPresence Group Series, end users can join meetings with a single click of the signature.

Upon arriving in a scheduled meeting room, attendees press a button on the Polycom Touch Control panel to join the meeting from the registered endpoint.

Release 1.4.0

HTTPS Tunneling

- RealPresence CloudAXIS Suite video conferencing sessions can be hampered by restrictive firewall and proxy rules on the client side, which typically block egress UDP based traffic and can limit TCP egress to port 80 and 443. The HTTPS Tunneling solution enables RealPresence CloudAXIS Experience Portal web clients (when used with a version of Polycom RealPresence Access Director that supports HTTPS Tunneling) to resolve connection issues caused by restrictive firewalls.

HTTPS Tunneling should be used if a native connection (SIP/RTP) is not possible. However, video calls will not use TCP port 5060 if HTTPS Tunneling is enabled.

Flexibility in Selection of Meeting Invite Format

- An admin can configure the RealPresence CloudAXIS Services Portal to send meeting invites as either attachments or calendar invites.

Different mail servers may have certain requirements for calendar invite email formats. Refer to the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#) for more details.

Suspension of Skype Support

- Skype support has been suspended as a result of Microsoft's decision to discontinue the Skype Desktop API. For more information, visit <http://app.info.polycom.com/e/es.aspx?s=1078&e=384406&elq=87ed9310364b4a08a5caec5b45e70710>.

Release 1.3.2

RealPresence CloudAXIS Services Portal

- You can invite an Active Directory (AD) contact while scheduling a meeting by searching in the AD configured by the Admin.
- The UTC time zone in email invites has been removed.
- The Calendar is sent in iCalendar format.



Note: Migrating and updating e-mail templates

When migrated from prior Instances, the email templates retains a UTC reference in release 1.3.2. The admin must manually reset the email templates after migration in 1.3.2 to avoid any UTC references in emails. Refer to the "Reset Email Templates" section in the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#).

Release 1.3.1

- SIP authentication The RealPresence CloudAXIS Experience Portal can be configured to provide SIP credentials to meeting participants who authenticate via the web. For more information, see the "Providing Secure Guest Access" section in the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#).
- Social connector proxy support The RealPresence CloudAXIS Services Portal supports accessing Google Talk and Facebook social contacts via an HTTP forward proxy. For more information, see the "Configuring Proxy Setting" section of the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#) and the "Inviting Participants from Your Social Connector Contact List" subsection of the Polycom RealPresence CloudAXIS Suite User's Guide.
- Email template customization The RealPresence CloudAXIS Services Portal supports customizable templates for e-mail invites and other notifications. For more information, see the "Customizing the Email Templates" subsection of the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#).

Release 1.3.0

- Localization
- Updated license activation and management
- Support for MCU Pool Order and Conference Template selection in the RealPresence CloudAXIS Services Portal RealPresence DMA configuration
- Web client support for MacOS

- RealPresence CloudAXIS Services Portal administrative option to omit meetings passcode information in invitation e-mails

Release 1.2.1 and Earlier

- Content share
- Group chat
- Audio and video controls
- Access to Google Talk™ and Facebook contact lists
- Passcode-required conference security
- E-mail invitations to scheduled meetings and automatic updates
- Windows and RealPresence Mobile compatible click-to-call links

Product Requirements

Using the RealPresence CloudAXIS Services and Experience Portals requires meeting the software, browser, server, and hardware requirements outlined in this section.

The following hardware and software requirements were determined based on test scenarios. The quality of video transmission and content-sharing on your system may vary based on how various equipment – including firewalls, routers, proxy servers, load balancers, WAN accelerators, and others – is configured on your network.

Operating System Requirements

The following software requirements must be met to use the RealPresence CloudAXIS Services and Experience Portals in the Polycom RealPresence CloudAXIS Suite.

Operating System Requirements

<i>Software Type</i>	<i>Description</i>
Operating System	Microsoft® Windows® XP 32-bit with Service Pack 3 or later Windows 7, 32-bit and 64-bit. Windows 8 MacOS 10.7.5 or higher iOS for use with iPad and iPhone. (iOS is a trademark or registered trademark of Apple Inc. in the U.S. and other countries and is used under license.) Check the documentation for compatibility with RealPresence® Mobile 2.3 or later. Android™ - Check the documentation for compatibility with RealPresence Mobile 2.3 or later.

Client Software Components

Installing the following software components onto end-user PCs allows full functionality of the RealPresence CloudAXIS Suite.

Required Client-Side Software Components

<i>Component</i>	<i>Description</i>
RealPresence CloudAXIS Suite Client Plug-in	Required for web browser-based SIP audio/video services; enabled via the RealPresence CloudAXIS Experience Portal. Download this plug-in by accessing the RealPresence CloudAXIS Experience Portal using a supported device.
RealPresence CloudAXIS Suite Social Plug-in	Required for accessing Google Talk™ contact lists. Download this plug-in by accessing the social connectors using a supported device.

Browser Requirements

Web browsers that use the RealPresence CloudAXIS Services and Experience Portals in the RealPresence CloudAXIS Suite must meet the following requirements. Polycom supports only production versions of web browsers; Beta or development versions are not supported for use with RealPresence CloudAXIS Suite products.

Browser Requirements

<i>Browser</i>	<i>Description</i>
Microsoft Internet Explorer®	8.0 or higher
Mozilla Firefox®	14.0 or higher
Google Chrome™	11.0 or higher
Apple Safari®	5.0.6 or higher

Solution Requirements

Meet the following solution requirements to enable the RealPresence CloudAXIS Services and Experience Portals in the Polycom RealPresence CloudAXIS Suite.

Solution Requirements

<i>Requirement</i>	<i>Description</i>
Polycom® RealPresence® Platform	Functioning RealPresence Platform with Polycom® RealPresence® DMA® and sufficient MCU capacity to meet your network requirements.

<i>Requirement</i>	<i>Description</i>
.OVA Files	<p>Latest RealPresence CloudAXIS Experience Portal .OVA file, downloaded to your local machine from the Polycom support site.</p> <p>Latest RealPresence CloudAXIS Services Portal .OVA file, downloaded to your local machine from the Polycom support site.</p>
One or more ESXi hosts	<p>Must be version 5.0 or higher, supporting 64-bit installations.</p> <p>Using a vSphere client, you must be able to access and administer your VMware ESXi hosts either directly or from a vCenter controlling the hosts.</p>
VMware vSphere vCenter controller	Optional
Dynamic Host Configuration Protocol (DHCP)	Allows the portals to obtain their IP addresses.
LDAP Server	<p>Optional. Enables authentication for enterprise users with their network credentials. The RealPresence CloudAXIS Services Portal currently supports integration with only Microsoft Active Directory.</p> <p>This feature also enables administrators to import users from an enterprise LDAP server. The administrator can edit user roles or set user status as inactive for imported users.</p> <p>For information on user roles and on changing imported user accounts, see the Polycom RealPresence CloudAXIS Suite Administrator's Guide.</p>
SMTP Server	Enables the RealPresence CloudAXIS Services Portal to deliver email meeting invites and other notifications such as user onboarding.
Edge Proxy	<p>If providing access to external guests through a firewall, a functioning firewall/NAT traversal element such as RealPresence Access Director, Virtual Edition or Acme Packet SBC is required, as outlined in the Polycom RealPresence CloudAXIS Suite Administrator's Guide. This element requires provisioning to allow SIP guest access and optional H.323 access to your RealPresence DMA and MCUs.</p> <p>RealPresence Access Director 3.1 or higher is required to enable HTTPS tunneling functionality.</p>
HTTP Reverse Proxy	<p>If providing access to external guests through a firewall, an HTTP reverse proxy or a NAT server is required. This element should be provisioned to allow HTTPS and optional web socket access to the RealPresence CloudAXIS Experience Portal and HTTPS access to the RealPresence CloudAXIS Services Portal.</p> <p>RealPresence Access Director 3.0 or later can also be used as an HTTP Reverse Proxy for the RealPresence CloudAXIS Experience Portal.</p>
End User License Agreement (EULA)	<p>Access the EULA for your product at http://support.polycom.com/PolycomService/home/home.htm</p>

Server Requirements

The RealPresence CloudAXIS Services and Experience Portals in the RealPresence CloudAXIS Suite require two VM (virtual machine) Instances, one for the RealPresence CloudAXIS Services Portal and one for the RealPresence CloudAXIS Experience Portal. Each instance must meet the requirements in the following table:

Server Components per VM Instance

<i>Component</i>	<i>Description</i>
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: ≥2.0 GHz (Intel Xeon E5 Series or better CPU) ≥2.5 GHz (Intel Xeon 5500 Series or better CPU)
Virtual Cores	Each instance must have 4 virtual cores.
RAM	4 GB
Accessible Storage	100 GB

Required *.OVA Files

Building the RealPresence CloudAXIS Services Portal and the RealPresence CloudAXIS Experience Portal requires downloading and deploying *.OVA files as virtual machines in VMware vSphere. This section lists the names of the required *.OVA files.

OVA File Names

<i>Component</i>	<i>Description</i>
RealPresence CloudAXIS Services Portal	Polycom_RealPresence CloudAXIS Suite_Edge_Experience_Portal_<software version>.ova
RealPresence CloudAXIS Experience Portal	Service Portal - Polycom_RealPresence CloudAXIS Suite_Edge_Service_Portal_<software version>.ova

Supported Bandwidths, Video Formats, and Resolutions

The RealPresence CloudAXIS Suite browser-based video conferencing client supports the bandwidth, video format, and resolution as outlined in the following tables. Individual system performance and camera capabilities may limit available video formats and resolutions.

For a complete list of bandwidth capabilities, see the [Polycom RealPresence CloudAXIS Suite Administrator's Guide](#).

Supported Bandwidth, Video Format, and Resolutions

<i>Bandwidth</i>	<i>Video Format</i>	<i>Resolutions</i>
256 kbps–511 kbps	QVGA	320×240
512 kbps–1023	VGA	640×480
1024 kbps–1920 kbps	720p (HD)	1280×720



Note: Bandwidth regulation

The RealPresence DMA in your Polycom environment sets and regulates bandwidth available for meeting attendees using the RealPresence CloudAXIS Services and Experience Portals.

Products Tested with this Release

RealPresence CloudAXIS Suite systems are tested extensively with a wide range of products. The following list shows the products that have been tested for compatibility in this release; it is not a complete inventory of compatible equipment.



Note: Supported products

Issues you may be experiencing in your RealPresence CloudAXIS Suite environment may be resolved by upgrading to a later release. We encourage you to upgrade all of your Polycom systems with the latest software before contacting Polycom support to report a problem. Go to the service policies in the Polycom support site to find the current Polycom Supported Products matrix.

Tested RealPresence Platform Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom® RMX® 1500/2000/4000	8.4 8.3
Polycom® RealPresence® Collaboration Server™ 800s	8.3
Polycom® Capture Server™	1.6
Polycom® RealPresence® DMA™ 7000	6.1 6.0

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Resource Manager™	8.2.0
Polycom® RealPresence® Access Director™	4.0 3.1

**Note: HTTPS Tunneling**

RealPresence Access Director v 3.1 or higher is required to support HTTPS Tunneling.

Other Tested Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence Group Series	4.1.3
Polycom® High-Definition Room (HDX®) systems	3.1.4 or higher
Polycom® VVX® 500/600	UCS 4.0.2 UCS 4.0.3 UCS 4.1.0 UCS 4.1.2 (first that applies to VVX 600)
Polycom® RealPresence® Desktop (RPD®)	3.2
Polycom® Converged Management Application™ (CMA®™) Desktop	6.2.4
Polycom® RealPresence® Mobile	3.2 or higher
Polycom® RSS™ 4000	8.5.1
Polycom® Sound Point® 650 SIP	4.0.3
Polycom® SoundStation® IP4000 SIP	3.1.7
Polycom® Touch Control Group Series	4.1.1 or higher
Cisco® 4505 MCU	4.4
Cisco C20®	5.1.6
Cisco C90™	5.1.6
Cisco E20	4.1.1
Cisco EX90	5.1.6

<i>Product</i>	<i>Tested Versions</i>
Cisco SX20	5.1.6
Cisco VCS	X7.2.1
Tandberg® 150 MXP	L6.1
Tandberg 1700 MXP	F9.3.1
Tandberg 6000 MXP	F9.3.1
Tandberg Edge95 MXP	F9.3.1
Polycom CX500	4.0.
Polycom CX600	4.0
Polycom CX7000	1.2.0
Lync® 2010 client	4.0
Lync 2010 server	4.0
Polycom Conference for Microsoft Outlook release	1.3.0
Exchange 2010	14.03
Acme Packet Net-Net Enterprise Session Director	6.0.4



Note: HTTPS Tunneling and Acme

HTTPS Tunneling functionality is not supported with Acme Packet.

Known Issues and Workarounds

This section lists known RealPresence CloudAXIS Services Portal, RealPresence CloudAXIS Experience Portal, and other software issues and their workarounds (if available) in software release 1.6.0 and earlier.

RealPresence CloudAXIS Services Portal Issues

This section lists the known RealPresence CloudAXIS Services Portal issues in software release 1.6.0 and earlier.

Known RealPresence CloudAXIS Services Portal Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-7182	Help text is distorted in the RealPresence CloudAXIS Services Portal scheduling window when Internet Explorer 9 or Firefox Version 29 (simplified Chinese) are used.	Use another browser.
CAXIS-7183	When a Firefox browser is used at certain resolutions to schedule a meeting on the RealPresence CloudAXIS Services Portal, video distortion can occur.	No workaround in this release.
CAXIS-7259	Single sign-on (SSO) files when server does not have outbound connectivity.	Provide outbound connectivity to the server and restart the Virtual Machine, or If outbound connectivity is not allowed, apply the patch located at ftp://172.30.2.79/SSO-War-For-Outbound-Connectivity-Issue/ Copy it to /usr/share/tomcat6/webapp using root access. Then restart the tomcat server or Virtual Machine.
CAXIS-7265	When generating a certificate signing request (CSR) in the RealPresence CloudAXIS Services Portal, the IP address is automatically entered as the Common Name (CN). The Common Name should be set as the hostname of the RealPresence CloudAXIS Services Portal.	Use the Subject Alternate Name field provided on the CSR Request page to set the hostname for the RealPresence CloudAXIS Services Portal.
CAXIS-7362	When attempting to apply Smart Start bundles directly to WSP or MEA servers, the RealPresence CloudAXIS licenses cannot be applied and the user receives a "License Invalid" message.	New customer installs using Virtual Edition Smart Start bundle licenses must use RealPresence Platform Director to apply and license RealPresence CloudAXIS Suite. For more information on the VM environment requirements for RealPresence Platform Director, see the "Product Requirements" section of the Polycom RealPresence Platform Director Administrator's Guide .

RealPresence CloudAXIS Experience Portal Issues

This section lists the known RealPresence CloudAXIS Experience Portal issues in software release 1.6.0 and earlier.

Known RealPresence CloudAXIS Experience Portal Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-205	An appropriate error message is not displayed when the RealPresence CloudAXIS Experience Portal server is unable to perform API communication with the RealPresence CloudAXIS Services Portal server.	View logs from the RealPresence CloudAXIS Experience Portal Administrator's tool.
CAXIS-1261	The Audio Only setting in the DMA template is not being shown for the web client.	No workaround in this release.
CAXIS-1515	The RealPresence CloudAXIS Experience Portal disconnects from the meeting when network connectivity is lost.	Rejoin the meeting from the browser.
CAXIS-1529	The Host, the initiator of the meeting, can be dropped by a Presenter.	If a presenter switches his role to participant, another presenter must switch the role back to presenter before the user can rejoin the meeting.
CAXIS-2228	RealPresence CloudAXIS Experience Portal does not automatically reconnect back with the RealPresence CloudAXIS Services Portal if the RealPresence CloudAXIS Services Portal is restarted or the network interface in the RealPresence CloudAXIS Services Portal goes down.	Restart the RealPresence CloudAXIS Experience Portal to reconnect with the RealPresence CloudAXIS Services Portal and resume normal operations.
CAXIS-2642	End meeting confirmation dialog is not displayed until a user clicks on the Video feed.	No workaround in this release.
CAXIS-3236	The auto-enabling pop-up functionality for the Meet Now and Add Social Contacts workflows is not available in Internet Explorer (versions 8 or 9), Chrome, or Firefox.	User must disable the pop-up blocker. When a user logs into the RealPresence CloudAXIS Services Portal for the first time and clicks Meet Now, or accesses Social Contacts in the RealPresence CloudAXIS Experience Portal the first time, the pop-up will be blocked. When the user allows pop-ups, the meeting page will automatically open the next time.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-4982	<p>When attempting to dial a SIP access point such as y RPAD or DMA to establish a video or audio session, the RealPresence CloudAXIS Suite web client first attempts a DNS SRV record lookup based on the Fully Qualified Domain Name (FQDN) for the access point, as configured in the "DMA Config" section of the RealPresence CloudAXIS Services Portal administrator interface. In environments where an SRV record has not been provisioned for the access point on the organization's DNS server, the SRV record lookup normally returns a "no such name" result.</p> <p>In this case, however, the web client attempts a record lookup of the access point's FQDN. In some environments, however, firewall DNS filtering may block the SRV lookup and cause a timeout of the DNS request. If the web client's SRV record lookup times out, the dial attempt to that access point fails, rather than falling back to an A record lookup.</p>	Provision DNS firewall filters that affect RealPresence CloudAXIS Suite deployment to allow the SRV record lookup used by the client to transmit the firewall and receive the appropriate positive or negative response from the organization's DNS server.
CAXIS-5571	In some environments, video may be delayed or frozen on calls made from outside the enterprise network through an HTTPS tunnel.	Try the call again with a higher bandwidth connection.
CAXIS-5724	When RPM users enter a meeting from a mobile device, their names appear twice in the meeting roster.	No workaround in this release.
CAXIS-5990	When setting up a new tunnel Access Point type, the Access Proxy port is in use. A non-default port must be manually assigned to the address on the RPAD.	Add the port to access points in the format <IP/FQDN>:<Port Number> in DialString.
CAXIS-6398; 6723	Audio quality is diminished after user switches from Video-only to Audio-only mode.	Try the call again with a higher bandwidth connection.
CAXIS-6589	If the Chairperson leaves the meeting without pressing the hangup button, then any remaining RealPresence CloudAXIS Suite participants in the conference who did not join the conference using "Join from PC" may not be automatically disconnected from the conference.	A Chairperson can ensure that all RealPresence CloudAXIS Suite participants are disconnected by clicking the "End Meeting" icon.
CAXIS-6863	In the RealPresence CloudAXIS Experience Portal Administrator's interface, with recording enabled, at times the record button does not properly appear.	No workaround in this release.
CAXIS-7009	Video layout on the RealPresence CloudAXIS Experience Portal meeting screen gets distorted when a user attempts to perform tasks in the user interface.	Return to focus on the web browser running the RealPresence CloudAXIS Experience Portal meeting, or bring the browser window to the foreground by clicking the title bar or taskbar icon.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-7148	“VMWare Tools” status on the vCenter server shows “status unknown.”	Set disable-tools-version=false in /etc/vmware-tools/tools.conf cat /etc/vmware-tools/tools.conf [vmtools] disable-tools-version=false
CAXIS-7223	RealPresence CloudAXIS Experience Portal meeting interface shows “joining meeting,” but video and content sharing are not available.	Rejoin the meeting in a new browser session.
CAXIS-7240	Web proxy authentication dialog box appears behind other windows when connecting to the RealPresence CloudAXIS Experience Portal using web-proxy access.	No workaround in this release.
CAXIS-7243	Enterprise user cannot join meeting scheduled by a local user in the RealPresence CloudAXIS Services Portal.	UserAddressDomain must match the email domain of users that you want to be able to host meetings. Examples of this rule include: (polycom.com)\$ (matches all user emails with polycom.com) (polycom.+)\$ (matches all user emails that contain "polycom" as part of the domain) Any user who does not match at least one rule on the Authentication page will be granted access to the conference as a participant/guest.
CAXIS-7362	When attempting to apply Smart Start bundles directly to WSP or MEA servers, the RealPresence CloudAXIS licenses cannot be applied and the user receives a “License Invalid” message.	New customer installs using Virtual Edition Smart Start bundle licenses must use RealPresence Platform Director to apply and license RealPresence CloudAXIS Suite. For more information on the VM environment requirements for RealPresence Platform Director, see the “Product Requirements” section of the Polycom RealPresence Platform Director Administrator’s Guide .

Other Software Issues

This section lists other known software issues in software release 1.6.0 and earlier.

Other Known Software Issues

<i>Description</i>	<i>Workaround</i>
Internet Explorer 8.0's lack of full support for HTML5, CSS3, JavaScript, and XHR causes a less-than-optimal user experience.	Use Internet Explorer 9.0 (or higher), Mozilla Firefox, or Google Chrome.

Limitations

This section lists the limitations for the RealPresence CloudAXIS Services Portal, RealPresence CloudAXIS Experience Portal and other software limitations in software release 1.6.0 and earlier.

RealPresence CloudAXIS Services Portal Limitations

This section lists the limitations for the RealPresence CloudAXIS Services Portal in software release 1.6.0 and earlier.

RealPresence CloudAXIS Services Portal Limitations

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-3723	When using Internet Explorer 8 or 9, the Activate button does not work in the Offline mode for License management.	Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
CAXIS-3984	Unable to upload the Language Pack if using Internet Explorer 8 or 9.	Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
CAXIS-4864	Customized email templates cannot be uploaded using an Internet Explorer 8 or 9 browser.	Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
CAXIS-5442	The Deactivate License window disappears when the deactivation response is uploaded from the local machine using an Internet Explorer 8 or 9 browser.	Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
CAXIS-7259	Internet connection is required for single sign-on (SSO) deployment on the WSP server.	If an internet connection cannot be determined or established on the RealPresence CloudAXIS Services Portal, please contact Polycom Global Services, referencing defect CAXIS-7259.

RealPresence CloudAXIS Experience Portal Limitations

This section lists RealPresence CloudAXIS Experience Portal limitations in software release 1.6.0.

RealPresence CloudAXIS Experience Portal Limitations

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-6802	Quality of RealPresence CloudAXIS Experience Portal meeting session is degraded when performing network-intensive tasks (for example, large file downloads) during a meeting.	While participating in RealPresence CloudAXIS Experience Portal meetings, avoid performing tasks that require a lot of network bandwidth.
CAXIS-7191	Refreshing a browser session during a meeting on the RealPresence CloudAXIS Experience Portal disconnects the call.	Avoid refreshing the browser screen while a call is in session.
CAXIS-7098	Clicking on elements / icons in the RealPresence CloudAXIS Experience Portal user interface sometimes has no effect.	Reposition the mouse and click on the element again.

Other Limitations

This section lists other limitations in software release 1.6.0 and earlier.

Other Limitations

<i>Description</i>	<i>Workaround</i>
RealPresence CloudAXIS Suite does not support the Motion setting (60fps) on RMX. Users will see video delays if this setting is enabled on RMX.	Do not enable the Motion setting (60fps) on RMX.
Under some circumstances, the video bridge may truncate the top and bottom rows of windows in a displayed multipoint video conference. This can occur when the video bridge is required to send a 4:3 conference mix in a 16:9 video stream.	For more information on the behavior and configuration of the video bridge, go to http://support.polycom.com/PolycomService/support/us/support/network/collaboration_conferencing_platforms .

Resolved Issues

This section lists the resolved RealPresence CloudAXIS Services Portal, RealPresence CloudAXIS Experience Portal, and other software issues in software release 1.6.0 and earlier.

Resolved RealPresence CloudAXIS Services Portal Issues

This section lists the resolved RealPresence CloudAXIS Services Portal issues in software release 1.6.0 and earlier.

Resolved RealPresence CloudAXIS Services Portal Issues

<i>Issue ID</i>	<i>Description</i>
CAXIS-457	Need provision of use AD search to invite people and send invite as a calendar event.
CAXIS-1092	RealPresence CloudAXIS Services Portal cannot create meetings if the default MCU Pool Order (Factory Pool Order) has been renamed.
CAXIS-1369	Unable to download Logs from the User Interface when using Internet Explorer 8.
CAXIS-1588	Configuring a DMA without selecting the DMA's Primary radio button produces a state with no primary DMA.
CAXIS-2579	Loading the first page (after login) takes an inordinate amount of time.
CAXIS-2617	Super Admins are unable to change local user passwords.
CAXIS-2907	The LDAP Subdomain update failed when the base Domain Name (DN) has the DC in lower case.
CAXIS-3233	The RealPresence CloudAXIS Services Portal is unable to initiate a meeting when selecting Meet Now or Host if using Internet Explorer versions 9.0 or 10.0. The web client sticks on the message "Please wait while we co-ordinate your meeting."
CAXIS-3236	The auto enabling pop-up functionality for the Meet Now and Add Social Contacts workflows does not work when using Internet Explorer (versions 8 or 9), Chrome, or Firefox.
CAXIS-3550	The Upload Certificate in Certificate Management does not work on Internet Explorer 8.
CAXIS-3861	A default Admin user name with non-English characters cannot be created on DMA.
CAXIS-3926	In the Russian language localization, the "Duration" label is truncated in the Meeting Details dialog.
CAXIS-3927	In the Russian language localization, the "Duration" label is truncated in the Confirm Meeting Details dialog.
CAXIS-4013	Long meeting name causes distortion on the "view meeting" window.
CAXIS-4028	Sometimes Meet Now cannot be initiated from the main Meetings menu, although WSP indicates the meeting was created successfully.
CAXIS-5035	After deleting log files from Admin UI, "forever" logs are not being generated.
CAXIS-5666	User with Admin role has access to License Management, which should be available only to Super Admin users.
CAXIS-5763	After migration, default WSP log level is set to "Info only" rather than "Debug."
CAXIS-6283	In versions localized in Korean, Russian, Chinese, and Japanese, an Outlook meeting invitation displays a string of question marks in the Agenda field. The issue occurs when the Agenda field has been left blank.

<i>Issue ID</i>	<i>Description</i>
CAXIS-6932	<p>Burp security scanning tool discovered a possible “cross-site scripting vulnerability” on a test RealPresence CloudAXIS Services Portal using a corporate login.</p> <p>The concern involves the possibility that an attacker could exploit the possible vulnerability by sending an email and elicit a response that would initiate a script that downloads a cookie and opens access for the attacker.</p> <p>We have verified that this cross-site scripting vulnerability is NOT exploitable. Although we can make the WSP print any input sent to it, including "<script>," the WSP does not ever run the contents of data placed in between <script> and </script>. So an attacker cannot do anything bad here.</p>

Resolved RealPresence CloudAXIS Experience Portal Issues

This section lists the resolved RealPresence CloudAXIS Experience Portal issues in software release 1.6.0 and earlier.

Resolved RealPresence CloudAXIS Experience Portal Issues

<i>Issue ID</i>	<i>Description</i>
CAXIS-568	Audio continues after disconnecting the call in Internet Explorer.
CAXIS-1501	The RealPresence CloudAXIS Experience Portal access tokens used with Google Talk™ and Facebook timeout after an hour in the meeting. This prevents additional invites from being sent through Google Talk™ and Facebook.
CAXIS-1564	If you select mute on audio and video before joining the call, then click on start and join the call, the video is still broadcast.
CAXIS-1682	The RealPresence CloudAXIS Experience Portal Administrator’s tool displays an error message when generating certificates.
CAXIS-1716	In the Join Bridge option, the Passcode field on the Web page does not work. You have to manually enter the Passcode twice.
CAXIS-1835	The plug-in periodically crashes during meetings.
CAXIS-1892	The RealPresence CloudAXIS Experience Portal will not enforce server certificate validation of other components such as the RealPresence CloudAXIS Services Portal or DMA.
CAXIS-1897	Unable to enter an Email address on an Android when trying to join the RealPresence CloudAXIS Suite Conference via RealPresence Mobile.
CAXIS-2034	Participant User Interface freezes when the host initiates content. (The host was able to receive video in this situation.)
CAXIS-2070	System logging is not functional.

<i>Issue ID</i>	<i>Description</i>
CAXIS-2594	RealPresence CloudAXIS Experience Portal admin logs are not accessible from the admin User Interface.
CAXIS-2633	The client enters a state in which it is able to send but not receive shared content.
CAXIS-2636	Log files are not generated after all logs are cleared from the admin User Interface.
CAXIS-2637	The “Video rate used” remains at 174k throughout a call.
CAXIS-2658	Entering into Full Screen mode from a Firefox browser results in a blank video screen until the user accepts the Allow settings.
CAXIS-2666	Social Plugin prompts a Security Warning.
CAXIS-2714	The RealPresence CloudAXIS Experience Portal exits a call if multiple participants (greater than 15) join the call and start performing various operations (e.g., content share, recording, chat, etc.).
CAXIS-2717	After upgrading from RealPresence CloudAXIS Experience Portal 1.1 to 1.2, users may be asked to download plugins again instead of updating.
CAXIS-2721	On rare occasions, RealPresence CloudAXIS Experience Portal service has delays in responding.
CAXIS-2723	The RealPresence CloudAXIS Experience Portal Roster occasionally displays users who may have left the meeting. In addition, the Roster also occasionally displays incorrect participants.
CAXIS-2750	The Call Information screen and data do not match the Comps.
CAXIS-2791	Call ends randomly with error message “Lost Connection”.
CAXIS-2796	The Start screen has problems with only a partial video preview window and inactive device selection pull downs.
CAXIS-3058	Facebook/Google Talk Social Connector does not load online contacts.
CAXIS-3229	Participant cannot be seen on the roster when he joins an adhoc call through a Join Bridge flow.
CAXIS-3370	If users log in as username@domain, they cannot launch the RealPresence CloudAXIS Experience Portal.
CAXIS-3654	If an invalid SSL certificate and SSL certificate private key are applied to the administrator console, the administrator console is inaccessible after restart.
CAXIS-3656	If a RealPresence CloudAXIS Suite meeting lasts longer than the scheduled duration, and the host ends the meeting for all participants, hardware endpoints remain in the meeting.
CAXIS-3812	Record button does not work for “Join Bridge” meetings. (Works as designed.)
CAXIS-3880	RealPresence CloudAXIS Suite Plugin Logs 470 Mb. No house cleaning?

<i>Issue ID</i>	<i>Description</i>
CAXIS-3911	Menu and User Information overlap in the Russian language. When you reach to the User Information tab you are unable to click on Menu.
CAXIS-3922	Skype connector does not connect in Internet Explorer 9.
CAXIS-4180	When an Active Directory user created in a non-English language tries to launch the web client using either the Meet Now/HOST or JOIN flows, the web client does not launch.
CAXIS-4452	RealPresence CloudAXIS Suite plugin crashes in Firefox and Chrome when Meet Now is selected.
CAXIS-4573	In the RealPresence CloudAXIS Experience Portal, the admin user is not able to delete "Access Points" from the VMR Settings page.
CAXIS-4529	The AXISConnect Plugin occasionally crashes when using Firefox on an Apple MAC.
CAXIS-4610	When the Host ends a meeting, some users see a Lost Connection screen instead of a Thank You exit screen.
CAXIS-4665	After migrating to Release 1.3.1, the DMA Agent admin password is sometimes wrongly encrypted, thereby causing roster and recording issues.
CAXIS-4668	Sometimes when loading a meeting, the Facebook social contacts pop-up screen appears blank.
CAXIS-5014	RealPresence CloudAXIS Experience Portal plugins on either the Firefox or Chrome browser become unresponsive.
CAXIS-5265	No Content sharing or Invite Participants buttons appear after selecting (checking) the Remember My Username/Password box.
CAXIS-5615	The camera and microphone stop detecting on the plugin after the first or second attempt. This issue occurs using all browsers.
CAXIS-5714	Internet Explorer users are unable to update their existing versions of the RealPresence CloudAXIS Suite video plugin.
CAXIS-5718	Cross Site scripting issues occur in the RealPresence CloudAXIS Experience Portal URL address.
CAXIS-5862	The RealPresence CloudAXIS Experience Portal Email link does not work if the Internet Explorer protected mode is selected for the Internet Zone under the Internet security option.
CAXIS-5863	The RealPresence CloudAXIS Experience Portal overwhelms the DMA with API calls and causes the DMA to crash.
CAXIS-5877	The RealPresence CloudAXIS Experience Portal will not load on Mozilla and Chrome for Mac or Internet Explorer or Firefox for Windows due to an intermittent network connectivity issue.
CAXIS-6096	Call fails after user launches the MEA client from a URL received in a scheduled meeting.

<i>Issue ID</i>	<i>Description</i>
CAXIS 6110	Edits made to the <code>change_network_settings</code> script in the RealPresence CloudAXIS Suite shell are not retained after a system reboot.
CAXIS-6157	Users in Audio-only mode see the Connecting screen for 5-10 seconds after joining a call.
CAXIS-6164	Updated <code>settings.json</code> file does not upload.
CAXIS-6474	If UDP ports are blocked in your enterprise deployment and HTTPS Tunneling is enabled, calls connect only in tunneled mode.
CAXIS-6659	In the MEA restricted shell, firewall cannot be enabled using the caxis SSH login.
CAXIS-6675	RealPresence CloudAXIS Experience Portal screen fails to load when browser is set to Russian language.
CAXIS-6677	When a PIN is sent in a meeting invite, non-enterprise are allowed to join a call when only enterprise users have been allowed on the call.
CAXIS-6681	After clicking Meet Now in any localized language, invite and content sharing options are not visible.
CAXIS-6682	RealPresence CloudAXIS Experience Portal user interface does not reflect a change in role from participant to user.
CAXIS-6683	Clicking on help displays a blank page in a localized language.
CAXIS-6687	Cannot run SVC over a tunneled call.
CAXIS-6698	RealPresence CloudAXIS Experience Portal admin password guidelines are not outlined in the user interface when password is being created.

Other Resolved Issues

There are no other resolved issues in software release 1.6.0.